

## NASA SHARED SERVICES CENTER

# **Career Service Recognition Awards (5.1.4) Service Delivery Guide (3.2.1.5)**

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Revision: Basic  
June 26, 2006

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June 26, 2006  
Date

# Document History Log

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	06/26/06	Basic Release

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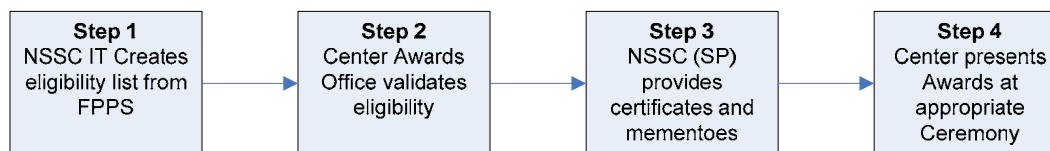
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# Career Service Recognition Awards

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## **Introduction**

The NASA Shared Services Center (NSSC) is responsible for providing administrative support for NASA's Career Service Recognition Awards.

**Process – Overview of Career Service Recognition Process****Roles & Responsibilities**

Roles and Responsibilities	Action	Tips
Step 1  <b>NSSC (IG) Center Awards Officer NSSC (SP)</b>  Identify award candidates	NSSC (IG) generates quarterly report in Federal Personnel Processing System (FPPS) listing annual recipients and forwards lists to appropriate Center Awards Officer.  <b>Output:</b> List of recipients generated	Include military service
Step 2  <b>Center Awards Office</b>  Validate Eligibility	Center Awards Officers verify Service Computation Date (SCD).  <b>Output:</b> Validated list of recipients generated.	After OPF migrate to NSSC in FY08, NSSC (SP) will view official personnel file online to verify service computation.
Step 3  <b>NSSC (SP) HR Office White House</b>  Process Awards	NSSC (SP) updates SCD list based on Center Review.  Print certificates and place in certificate holders. Provide mementoes as applicable. Request draft biography letter from Center/HQ HR for Administrator signature.  Prepare and send letters if applicable.  Develop sign and send White House Letter.  Sign and return letter to NSSC (SP).	Ensure supply of folders available based on past practice.  If fifty (50) or more years, a letter is drafted to the President's Office. Presidential Letter is included with final packet.  NSSC Director signs request letter to White House.  White House takes

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Roles and Responsibilities	Action	Tips
	Coordinate Administrator signature.  <b>Output:</b> Letter, Certificates and White House Letter prepared (if appropriate).	about six (6) weeks to sign and return.
Step 4  <b>NSSC (SP)</b>  Present Awards	Send letter, certificate, Length of Service Pin, White House Letter to Center/HQ Awards Office for local presentation.  <b>Output:</b> Award Presentation	Centers maintain an inventory for Length of Service mementoes. Centers will notify NSSC (SP) if additional mementoes are needed. (See Appendix for a list of approved mementoes).

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## Metrics

<i>Initiating Office/Entity</i>	<i>Deliverable (Output)</i>	<i>Receiving Office/Entity</i>	<i>Metric</i>
NSSC (SP)	Update awards database	NAAS	As final Career Service awards are approved, enter the appropriate Award entry data into NAAS.
NSSC (SP)	Deliver all Awards Medals, Plaques, and other mementos	Centers/HQ	Prior to the Awards Ceremony.

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## Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

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**System Components**

Existing Systems

None Identified

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account is used to validate access to NAAS	NAAS interfaces with FPPS to process monetary awards and to update civilian personnel roster.

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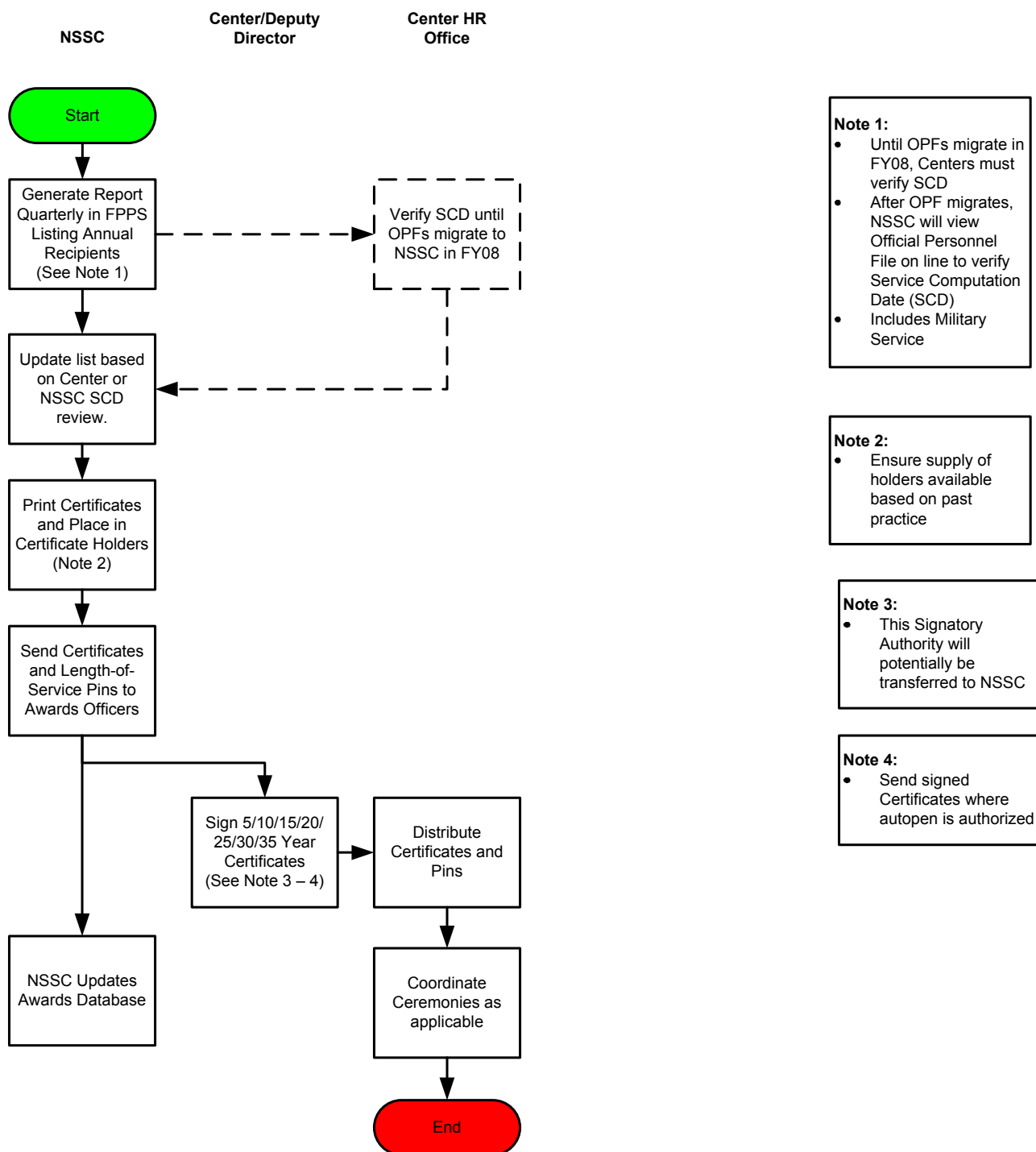
## **Contact Center Strategy**

Each activity requires a clearly defined contact center strategy which answers the question, "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique Contact Center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the Contact Center strategy concerning this activity.

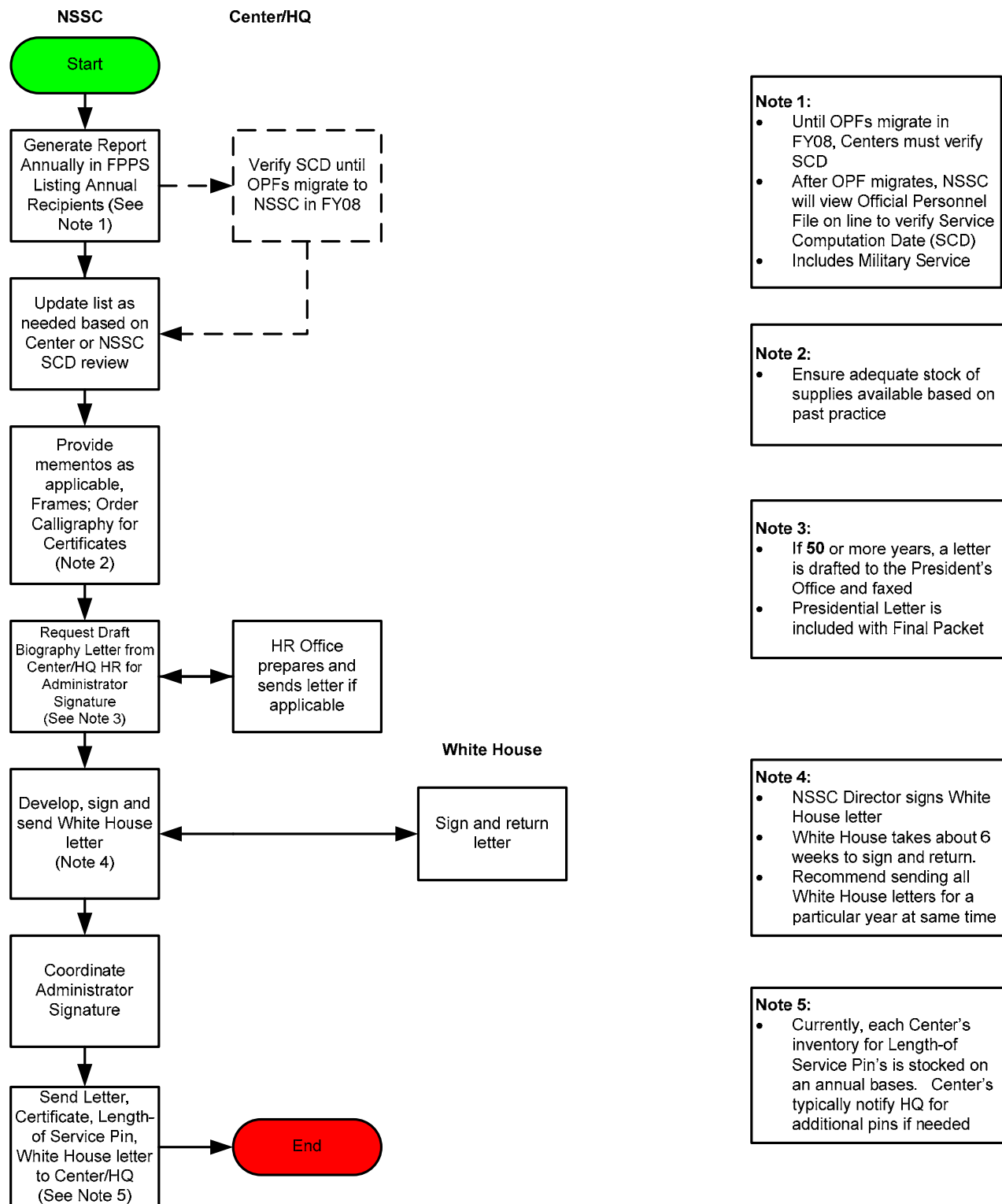


**Appendix – Process Flow Diagram**

## Career Service Recognition (Less than 40 Years)



## Career Service Recognition (40 Years or More)



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**Appendix – Length of Service Award Mementoes List**

- 30 Years = Certificate/Pin
- 35 Years = Certificate/Pin/Plaque
- 40 Years = Certificate/Pin/Crystal Paperweight
- 45 Years = Certificate/Pin/Pen Set
- 50 Years = Certificate/Pin/Round wooden plaque gold/silver seal with historical pictures of NASA
- 55 Years = Certificate/Pin/Jacket
- 60 Years = Certificate/Pin/Letter from the White House, President + Gift option (Jacket/Vase/Decanter/Memory Box/Clock)